



**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re the application of: )  
) Group Art Unit: 2643  
Coward, R. Daniel et al. )  
) Examiner: Huynh, Nam Trung  
Application No.: 10/808,761 )  
) Atty. Docket No: SUNMP324  
Filed: March 24, 2004 )  
) Date: April 18, 2007  
For: SYSTEM AND METHOD FOR )  
ADVANCED SERVICE INTERACTION )

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on April 18, 2007.

Signed: \_\_\_\_\_

  
Sylvia Castillo

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Dear Sir:

Applicants submit this paper in response to the non-Final Office Action mailed January 18, 2007. This paper is timely filed within the three-month period for response which extends to April 18, 2007. Applicants request reconsideration of the subject application in light of the following:

**Listing of Claims**, which begins on page 2 of this paper.

**Applicants' Remarks/Arguments**, which begin on page 9 of this paper.